

## EDITED KSA LISTING

### CLASS: PROGRAM TECHNICIAN II

*NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.*

#	Knowledge, Skill, Ability
	<b>Knowledge of:</b>
<b>K1.</b>	Intermediate knowledge of modern office methods (e.g., filing systems, tracking systems, desk procedures, written/verbal communication, time management, phone etiquette, record keeping, data entry, etc.) to maintain and retrieve information, respond to inquiries from staff and the public, and to effectively train staff and inmates, etc.
<b>K2.</b>	Intermediate knowledge of operating office equipment (e.g., computer software/programs, typewriter, calculator, copy machine, fax machine, scanner, telecommunications devices, shredder, fire equipment, etc.) to process documents and forms, disseminate information to other external agencies, general public and CDC staff, and ensure safety of staff and inmates, etc.
<b>K3.</b>	Intermediate knowledge of grammatical structure (e.g., proper sentence structure, spelling, punctuation, etc.) to accurately proofread/correct documents produced within the office setting.
<b>K4.</b>	Intermediate knowledge of inmate supervision (e.g., Inmate Disciplinary process techniques, time keeping) in order to train, correct, and direct inmates in meeting job expectations
<b>K5.</b>	Basic knowledge of appropriate laws, rules, regulations, and policies (e.g., Penal Code, California Code of Regulations (CCR), Title 15, Department of Justice (DOJ), Departmental Operational Manual (DOM), rules, state and federal mandates, etc.) to provide information/instruction to staff to handle inquiries from within and outside the department, and ensure that staff are in compliance with these rules.

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	Knowledge of:
<b>K6.</b>	Basic knowledge of mathematical computations to complete basic addition, subtraction, multiplication and division, and calculate percentages associated with assigned duties.
<b>K7.</b>	Intermediate knowledge of various filing systems (e.g., alphabetic, chronological, numeric, subject matter, etc.) to maintain an organized filing system that would allow for swift and accurate retrieval of document/information.

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#	Knowledge, Skill, Ability
	<b>Skill to::</b>
S1	Skill to communicate effectively both verbally and in writing to disseminate information, respond to inquiries, and deal tactfully with staff, governmental agencies, public, and inmates/parolees.
S2	Skill to apply appropriate laws, rules, regulations, and policies (e.g., CCR, Title 15, DOJ rules, state and federal mandates, etc.) in order to gather and provide information, train staff, respond to inquiries from within and outside the department, and ensure that staff are in compliance with job requirements.
S3	Skill to monitor state departmental policies and unit procedures, (e.g., Inmate Movement History, IWTIP, Commitment Data Entry, etc.) to provide functional guidance, and ensure compliance with program policies and function efficiently.
S4	Skill to evaluate state departmental policies and unit procedures, (e.g., Inmate Movement History, IWTIP, Commitment Data Entry, etc.) to provide functional guidance, and ensure compliance with program policies and function efficiently.
S5	Skill to perform basic clerical duties, such as sorting, filing, maintaining records and proofreading to effectively perform assigned duties.
S6	Skill to receive verbal and written directions in order to resolve technical and other problems to ensure work is done accurately.
S7	Skill to spell correctly, and use of proper English and grammatical structure (e.g., proper sentence structure, punctuation, vocabulary, etc.) to accurately prepare reports, proofread, correct documents and file.
S8	Skill to perform mathematical computations to complete basic addition, subtraction, multiplication and division problems associated with assigned duties.
S9	<b>Skill to multi-task workload (e.g., inmate/parolee movement, court documents, inmate fingerprint cards, parolee discharge cards, etc.) to ensure work is completed within timeframes.</b>

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	<b>Ability to:</b>
<b>A1</b>	<b>Ability to lift 40 pounds in order to move central files.</b>

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	<b>Working Conditions:</b>	<b>PROGRAM TECHNICIAN</b>	<b>PROGRAM TECHNICIAN II</b>
WC1.	Willingness to abide by and adhere to safety and security policies and provisions(e.g., wear personal alarms, carry whistle, etc.) applicable to specific work tasks performed		
WC2.	Willingness to work in a State correctional facility		
WC3.	Willingness to comply with tuberculosis screening requirements		
WC4.	Willingness to treat inmates in a professional, ethical, and tactful manner		
WC5.	Willingness to work around peace officers armed with chemical agents and/or weapons		
WC6.	Willingness to abide by and adhere to the institutional dress code		
WC7.	Willingness to accept constructive criticism and respond appropriately		
WC8.	Willingness to respond to changes in the work unit in a positive, professional manner		
WC9.	Willingness to promote positive, collaborative, professional working relations among staff		
WC10.	Willingness to provide instruction or oversight regarding departmental policies, procedures, standards, and practices to staff and outside consultants		
WC11.	Willingness to work professionally with individuals from a wide range of cultural backgrounds		

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	Working Conditions:	PROGRAM TECHNICIAN	PROGRAM TECHNICIAN II
WC12.	Willingness to work in a team environment to complete assigned work tasks		
WC13	Willingness to work overtime hours as required		
WC14.	Willingness to work with inmates who may be infected with contagious diseases such as Hepatitis C or HIV/AIDS		